Ultra ELECTRONICS MAGICARD www.ultramagicard.com

Problem solving: Trouble-Shooting Guide

Table 1 - Printer Prints but with Image Quality Problems

Problem	Probable Cause	Solution
Mis-registration of Colours (Ghosting on Photographs etc)	1. Card is slipping due to dirty rollers.	1. Clean all rollers.(See section 7 of the User Manual).
Small Areas of Wrong Colour (Small areas where 1 or more colour layers have been missed from the image).	1. Dust and debris on surface of the card. (white ovals) 2. Contaminated with oily deposits (darker blotches) 3. Card surface uneven (White patches) 4. Slight cutting of dye film (Jagged scratches) Printhead density too high (Jagged scratches)	1. Ensure cards are kept clean, and protected from dust & debris. 2. Replace cards with clean ones and do not handle print surface. 3. Replace cards. 4. Reduce printhead power setting, or determine which end of card is cutting the film & adjust image start or end position accordingly.
Dark or lighter vertical lines on card (always in the same place)	1. Card striking something during the print process. 2. Card not running smoothly along the platen runway.	1. Check print path is clear 2. Contact Magicard Tech Support for advice on clearing the platen.
Vertical white line down one or both ends of card.	1. Incorrect driver setting. 2. Image page size incorrect. 3. Incorrect image start or end position settings.	1. Ensure the driver is not set to white border. 2. Ensure page size 86.9mm x 54mm with margins at 0 in badging application. 3. Adjust settings in driver.
White line along length of all cards (always in the same place).	1. Printhead has damaged heating elements	1. Contact Magicard Tech Support for advice on printhead cleaning or replacement.

If you are unable to determine the cause of the image quality problem from Table 1 above, please contact Magicard Technical Support via the **Magicard Support > Rio 2E/Tango 2E > Further support** form on this website, and please attach a **scanned image** showing some **of the printed cards**.

Table 2 - Dye-Film Problems

Problem	Probable Cause	Solution
Printer does not recognise dye-film type. (Print colours may be very pale but with good black text)	1. Dye-film incorrectly loaded 2. Incorrect type of dye-film	1. Reload the dye-film 2. Reload the dye-film correctly. (See section 3 of the User Manual).
Printer cannot position the dye-film. (Prints colours in wrong places).	1. Dye-film incorrectly loaded.	1. Reload the dye-film correctly. (See section 3 of the User Manual).
Dye-film is being cut during the print operation.	1. Ribbon sticking to card 2. Image printing over the ends of the card.	1. Ensure cards are not already used. Then lower the printhead power settings. 2. Adjust either the image start if cutting at beginning of film panel, or the image end if cutting at rear of dye-film panel.
Image is printed outside the colour panels. (Puts a coloured band across one end of card).	1. A used roll of dye-film has been fitted. 2. Take up spool wound too loosely.	1. Fit a new roll of dye-film. 2. Remove loose dye-film.
Areas of dye-film peeling off card. Dark mosaic like image.	1. Card has been used and has overcoat layer on it.	1. Use only brand new cards not ones which failed to print fully.
“Out of dye-film” Error	1. Out of dye-film. 2. Dye-film incorrectly fitted. 3. Dye-film not moving.	1. Replace dye-film. 2. Reload the dye-film correctly. (See section 3 of the User Manual). 3. Check dye-film spools are free to turn.
Cards printed incorrectly after switching between YMCK and monochrome dye-film	1. Failure to re-set driver settings 2. A used roll of dye-film has been fitted.	1. Set the correct driver settings for Colour Format. 2. Replace the dye-film with a new roll.

Table 3 - Card Feed Problems

Problem	Probable Cause	Solution
Cards feed successfully from the hopper, but fail to travel correctly through the printer during printing. Gives error message:- "Card not found".	1. Dirty rollers. 2. Incorrect card size.	1. Clean the rollers. (See section 7 of the User Manual). 2. Fit correct size CR80 cards. (See section 4 of the User Manual).
Cards fail to feed from hopper. Error message: "Printer may be out of cards".	1. Card hopper is empty. 2. Rear hopper rollers are dirty. 3. Card Thickness adjustment is set too small (sometimes accompanied by squeaking noise from the hopper. 4. Static charge causing cards to stick together (sometimes accompanied by squeaking noise from the hopper).	1. Refill hopper with cards. 2. Clean hopper rollers using fresh cleaning card. 3. Increase the card thickness setting to the correct thickness. 4. Remove cards from hopper. Fan to cards to separate them. Return cards to hopper (very common with mag stripe cards).
Cards only feed partially out of the hopper. Error message: "Card not found".	1. Sticky roller in the Cleaning Cassette incorrectly fitted.	1. Remove cleaning cassette, check that the two small springs are **above** the sticky roller. Replace the cleaning cassette (See section 10 of the User Manual)
Printer feeds more than one card from the hopper	1. Card Thickness adjustment set too large (Often causes dye film to snap).	1. Reduce the card thickness setting to the correct thickness.

Table 4 - Magnetic Encoding Problems

Problem	Probable Cause	Solution
Magnetic Encoding results are inconsistent	1. Card slipping when moving over the recording head. 2. Incorrect cards fitted HI-Co / Lo-Co	1. Clean all rollers are clean. (See section 7 of this document). 2. Ensure the correct cards (Hi-Co or Lo-Co) are being used.
Cards do not encode	1. Card incorrectly oriented when fed into printer. 2. Driver selections are incorrect for encoding. 3. Incorrect or defective cards.	1. Position card with the stripe underneath and to the right when inserting into printer. 2. Check the Printer driver settings are correct. 3. Ensure the correct cards (Hi-Co or Lo-Co) are being used.

Table 5 – Printer Driver Related Problems

Problem	Probable Cause	Solution
Slow Information download from computer to printer	1. Computer might be polling a Door Access Control system in background 2. Corrupted Printer Driver or spooler	1. Print from a dedicated PC 2. Update with latest driver.
No information download between PC and Printer, but printer can print internal test cards	1. Driver settings incorrect. 2. Incorrect port selected. 3. Driver corrupted	1. Reset the driver settings. 2. Check port selection in driver properties. 3. Update with latest printer driver.
Prints stuck in spooler	1. Printer communication blocked. 2. Damaged file is at front of print queue.	1. Clear the spooler and reset the printer. 2. Delete the damaged print if necessary, and reset the printer.

Table 6 – Tango+L Lamination Problems

Problem	Probable Cause	Solution
Lamination patch or overlay is peeling off the card.	1. Roller temperature too low. 2. Lamination speed too fast. 3. Cards contaminated (fingerprints, grease, etc).	1. Increase roller temperature. 2. Decrease lamination speed. 3. Cards must be clean and dry.
Laminated cards are bent or distorted.	1. Roller temperature too high. 2. Lamination speed too slow. 3. PVC cards are unsuitable for double-sided lamination. 4. Cards too thin.	1. Decrease roller temperature. 2. Increase lamination speed. 3. Use composite PET/PVC cards for double sided lamination (see page 13) 4. Minimum recommended card thickness for laminating is 0.030” (0.76mm).

If you are unable to determine the cause of the problem from the Tables above, please contact Magicard Technical Support via the **Magicard Support > Rio 2E/Tango 2E > Further support** form on this website.